

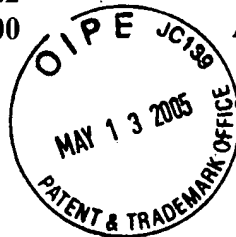
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May 13, 2005

United States Patent & Trademark Office
Customer Service Department

RE: U.S. Patent Application 10/757,127 –Benson

Dear Customer Service Administrator:

I am writing to inquire about a response paper filed in the above titled patent application on January 21, 2005. There was an error in the scanning process where the first eight pages of an eleven-page document were left out of the electronic record. The document was in response to a final rejection and may have initiated an RCE.

We have spoken with the examiner James Phan, the examiner's supervisor Drew Dunn, and Karin Ferriter at the Office of Patent Legal Administration and they each directed us to the Customer Service department regarding the missing eight pages.

We are wondering if your office can request that the filing attorney or applicant file another copy of the paper, or failing that, what the protocol is in recovering documents lost during e-filing?

Thank you for your time,

Jeff Goehring